CLAIMS



1. A system comprising:

a user;

a module to identify the user;

a voice user interface to facilitate communications between the user and the system; a database to store contextual information pertaining to the user; and the system to use user-specific contextual information to dynamically change the voice user interface.

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2. The system of claim 1 wherein the user-specific contextual information comprises: an identity of the user; and a current location of the user.

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3. The system of claim 1 wherein the user-specific contextual information comprises: an identity of the user; and a current task of the user.

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4. The system of claim 1 further comprising:
the system to use environmental information to dynamically make changes to the voice user interface.

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- 5. The system of claim 4 wherein the environmental information comprises channel characteristics of a communication device that the user uses to communicate between the user and the system.
- 6. The system of claim 4 wherein the environmental information comprises audio scene information at the location of the user.

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- 7. The system of claim 1 further comprising:

 a computer program to dynamically generate the ordered delivery of heterogeneous information to the user.
- 8. The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon the user-specific contextual information.
 - 9. The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon environmental information.
 - 10. The system of claim 7 wherein the ordered delivery of heterogeneous information is organized based upon the sensitivity of the information being delivered to the user.
 - 11. The system of claim 4 further comprising:
 a telephony interface device capable of communicating to the user in a human voice.
 - 12. The system of claim 4 further comprising:

 a module to generate a grammar file to enhance the ability of the system to comprehend communications between the user and the system.
 - 13. The system of claim 4 wherein the environmental information is communicated to the system by the user.
- 14. The system of claim 4 wherein the environmental information is determined by the system by comparing the audio scene characteristics at the location of the user to known references and selecting the matching environmental scene.
 - 15. A method comprising:

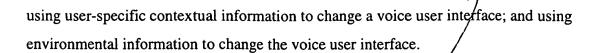
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- 16. The method of claim 15 which further comprises:

 generating the ordered delivery of heterogeneous information to the user based upon the user-specific contextual information.
- 17. The method of claim 15 which further comprises:

 generating the ordered delivery of heterogeneous information to the user based upon the environmental information.
- 18. An apparatus comprising:

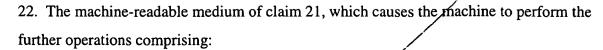
 a means for using user-specific contextual information to change a voice user interface; and
 a means for using environmental information to change the voice user interface.
- 19. The apparatus of claim 18 which further comprises: a means for prioritizing and ordering voice content to the user based upon user-specific contextual information.
- 20. The apparatus of claim 18 which further comprises:

 a means for prioritizing and ordering the ordered delivery of heterogeneous information to the user based upon the environmental information.
- 21. A machine-readable medium that provides instructions, which when executed by a machine, cause the machine to perform operations comprising:

using environmental information to change a voice user interface; and using environmental information to change the voice user interface.

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prioritizing and ordering voice content delivered to the user based upon the user-specific contextual information.

23. The machine-readable medium of claim 21, which causes the machine to perform the further operations comprising:

prioritizing and ordering the ordered delivery of heterogeneous information to the user based upon the environmental information.
